



COUNTY OF LOS ANGELES

CHIEF INFORMATION OFFICE

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August 5, 2003

To: Supervisor Yvonne Brathwaite Burke, Chair
Supervisor Don Knabe, Chair Pro Tem
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

From: Jon W. Fullinwider
Chief Information Officer

STATUS ON RECOMMENDATION CONCERNING E-DOCUMENTING PROJECTS

This memo is in response to your Board's motion of August 6, 2002, instructing my office, together with the Director of Personnel and the Registrar-Recorder/County Clerk, to review various ongoing e-documenting/electronic document management system (EDMS) projects that might be used as a model(s) demonstrating opportunities for improved efficiency within the County, and to report back to you with recommendations. The following information provides a current status on our efforts to conduct a countywide assessment and develop recommendations that address opportunities for the strategic application of EDMS within the County.

As reported previously, an online survey was developed and distributed to all County departments requesting detailed information concerning EDMS projects. The survey identified departments with EDMS systems, and the type of applications currently in production or in the planning stages. The survey also identified those departments without EDMS systems that have business activities or needs that could be effectively addressed through deployment of EDMS technologies. The range of EDMS functionality employed in the respective departments includes: imaging, optical character recognition (OCR)/data capture, document management, workflow, computer output to laser disc (COLD), digital/electronic signature, records management, etc.

The survey identified the following fourteen (14) departments that are actively using applications that fit within the definition of EDMS.

- Beaches and Harbors
- Executive Office/Board of Supervisors
- Chief Administrative Office
- Community Development Commission
- Human Relations Commission
- Human Resources
- Internal Services
- Public Works

- County Counsel
- Fire
- Health Services
- Registrar-Recorder
- Sheriff
- Treasurer-Tax Collector

Twenty-two (22) departments (some of whom have existing applications) have plans to deploy EDMS technology in one form or another over the next three years. To date, we have identified two (2) applications that currently incorporate the use of digital or electronic signatures as part of their EDMS applications and fifteen (15) of the planned EDMS project will incorporated the use of digital/electronic signatures.

On February 18, 2003, your Board approved a motion instructing the CAO to report back with an overall plan for maintaining and preserving County records and archives, including cost estimates. On March 4, 2003, your Board also directed the CAO to review and revise the method distribution for all interdepartmental correspondence. In response to these directives, the CAO issued a four-part survey to all County departments/agencies requesting, in part, information on records storage and electronic transmission of correspondence. Subsequent to our last status report, members of my staff met with the CAO to discuss the focus of the respective motions and possible overlap in our activities. As a result of the meeting, this office agreed to assume the lead in coordinating both the August 6, 2002 motion and the March 4, 2003 motions addressing development of an EDMS strategy and distribution methods for interdepartmental correspondence and County information, since there were many issues that were common to both efforts.

My office is now pursuing the services of a consultant to assist us in formulating a County strategy, architecture and metrics for the deployment of EDMS, including reviewing the requirements under the Board's March 4, 2003 instruction to the CAO regarding interdepartmental correspondence and County information. The planned engagement will require the consultant to review the survey responses from both our survey and the survey distributed by the CAO, conduct departmental interviews and review documentation to gain an understanding of the planned versus realized benefits of EDMS in the County. The consultant is also being asked to assist us in identifying a specific candidate project, which can be evaluated to assess the impact of EDMS on County productivity. A solicitation was issued to secure the services of a consultant on July 30, 2003, and we are expecting to have a contractor selected and under agreement by the end of the month.

A key deliverable of the consulting engagement is the final report that will summarize the business benefit that EDMS is currently delivering, and its potential countywide impact. The consultant is to present an enterprise-wide strategy for deploying EDMS across the County and identify metrics for measuring the realized value of EDMS technologies. Additional deliverables of the engagement are requirements to recommend a specific candidate project around which guidelines for the deployment of EDMS technology can be developed and address the technology and issues of electronic distribution of interdepartmental correspondence and County information to other agencies and the public.

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My office will continue to provide your Board with status reports at 60-day intervals until a final report is issued. We will complete the summary of the survey and bring the data together with recommendations for next steps within that final report.

If you have questions or require additional information, please contact me at (213) 974-2008, or in my absence, Jonathan Williams at (213) 974-2080.

JWF:GM
EB:ygd

c: David E. Janssen, Chief Administrative Officer
Michael J. Henry, Director, DHR
Conny McCormack, Registrar-Recorder/County Clerk
Susan Toy Stern, Chief Deputy, DHR
Raoul Freeman, Chair, Information Systems Commission